

## Electronic Acknowledgement Receipt

<b>EFS ID:</b>	4209632
<b>Application Number:</b>	09826121
<b>International Application Number:</b>	
<b>Confirmation Number:</b>	2317
<b>Title of Invention:</b>	Method, system, and program for customer service and support management
<b>First Named Inventor/Applicant Name:</b>	Andy Ming Lee
<b>Customer Number:</b>	74162
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<b>Filer Authorized By:</b>	
<b>Attorney Docket Number:</b>	Alorica-002001
<b>Receipt Date:</b>	30-OCT-2008
<b>Filing Date:</b>	04-APR-2001
<b>Time Stamp:</b>	19:25:24
<b>Application Type:</b>	Utility under 35 USC 111(a)

### Payment information:

Submitted with Payment	yes
Payment Type	Deposit Account
Payment was successfully received in RAM	\$ 1170
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**File Listing:**

Document Number	Document Description	File Name	File Size(Bytes)/ Message Digest	Multi Part /.zip	Pages (if appl.)
1	Request for Continued Examination (RCE)	rce_1008.pdf	767345 6ada4b8abffa1c9abb94ec74b8d4ef57bdb6df5	no	3

**Warnings:****Information:**

2	Fee Worksheet (PTO-06)	fee-info.pdf	31677 f7a500fd984938e64cce3a807641c36683dd2ed	no	2
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**Warnings:****Information:**

<b>Total Files Size (in bytes):</b>			799022
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**New Applications Under 35 U.S.C. 111**

**If a new application is being filed and the application includes the necessary components for a filing date (see 37 CFR 1.53(b)-(d) and MPEP 506), a Filing Receipt (37 CFR 1.54) will be issued in due course and the date shown on this Acknowledgement Receipt will establish the filing date of the application.**

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